

Who is our service for?

We assist people from all cultural backgrounds who live independently and are:

- Frail aged
- People with disabilities
- Carers

What are your rights?

Users of the service have:

- The right to privacy and respect
- The right to access services without discrimination
- The right to be informed about available services
- The right to choose from available alternatives
- The right to pursue any complaint about service provision without retribution
- The right to involve an advocate of your choice

Our Aims

Inner West Community Transport Seeks to:

- Provide a service to all people who meet the HACC criteria without discrimination
- Ensure that people from a non English speaking background are aware of and have equal access to community transport services
- Meet the needs of people who are “transport disadvantaged” and or unable to shop independently
- Provide information and advice on community shopping and transport services
- Promote an understanding of transport related issues in the broader community

CONTACT DETAILS

2a Eureka Street,
Burwood, NSW 2134
Phone: 02 9745 5800
Fax: 02 9745 5066

Email: admin@iwct.ngo.org.au
Web Site: www.iwct.org.au

Date: Feb 2009

Inner West Community Transport Individual Transport



9745 5800



The Individual Transport service is available to HACC clients and their carers living in the Council areas of:

- Ashfield
- Canada Bay
- Burwood
- Strathfield



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

What We Do



The IWCT Individual Transport service provides a door to door transport service to clients who have personal appointments.

Cost

The fair structure is as follows:

Within 5 kilometres of your home
\$4 one way \$6 return

Within 10 kilometres of your home
\$6 one way \$10 return

Over 10 kilometres of your home
\$8 one way \$12 return

Costs can be negotiated for those who are financially disadvantaged.

When & Where

Monday to Friday

First pick up at: 8:30am

Last drop off at: 3:30pm

Destinations Covered

- **Within the Ashfield, Burwood, Canada Bay & Strathfield LGA area**
- **Royal Prince Alfred Hospital**
- **Sydney Eye Hospital**
- **Concord Hospital**
- **Balmain Hospital**
- **Canterbury Hospital**
- **St Vincents Hospital**
- **Metropolitan Rehab Hospital Petersham**
- **Appliance & Limb Centre Redfern**
- **Medical Appointments to GP's, Specialists & Dentist within the Inner West area**

Extra Information

The Individual Transport service is often booked in advance, so please ensure you call to book your transport as soon as you are aware if your appointment.

All bookings are made by calling IWCT on:

9745 5800

This number is also called to make alterations to service or to cancel a booking



Transport is provided in a station wagon and we have wheelchair, slide board and swivel seat for clients' ease of access into the vehicle. Wheelchair reliant clients need to be able to car transfer.